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1 Introduction

The Keyspan Express Remote infrared remote can be used in two ways...

When used with AirPort Express, the Express Remote provides a powerful way to locally control music being streamed from iTunes on a remote PC or Mac.

When connected directly to a PC or Mac, the Express Remote allows you to control audio and video media players on your computer in the same convenient way that you now control a TV or VCR. Use the Express Remote with MP3 players, DVD players, audio CD players, TV tuners, presentation software and more.

Requirements

- Battery: Remote Control uses two CR2025 (Lythium 3V) batteries (included)

- Mac OS: An available USB port; Mac OS 8.6 (or later)
- Mac OS X: An available USB port; Mac OS X 10.2 (or later)
- Windows: An available USB port; Windows 98/98SE/Me/2000/XP

- Airport Express: iTunes version 4.7 or later (for Mac or PC); Airport Express firmware 6.1 or later; Windows 2000/XP (or later); Mac OS X 10.3 (or later); Keyspan Express Remote remote control model URM-17A; Keyspan Express Remote receiver model UIA-11H or UIA-11F.

What's Inside The Package

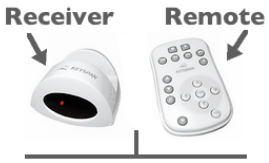
The **Keyspan Express** package (URM-17A) includes:

- Keyspan Express Remote RECEIVER (model UIA-11F or UIA-11H)
- Keyspan Express Remote REMOTE CONTROL
- USB Cable (A to B cable)
- Express Remote "Quick Start" sheet
- Mac and Windows compatible CD with software and user manual

2 Installation Instructions

Overview

The Express Remote can be used when it is directly connected to your computer or when it is connected to your Airport Express. Depending on where the Express Remote RECEIVER is connected, you will have different ways of controlling your computer.



When the Express Remote receiver is connected to your Airport Express, you will be able to control iTunes via the Airport Express. In this setup, your Keyspan Express Remote and Airport Express are in close proximity of each other while your computer is another location. In this setup, the Express Remote will only control iTunes and no other application. This requires that you have iTunes version 4.7 (or later) running on Windows 2000/XP or Mac OS X 10.3.x, Airport Express firmware version 6.1 (or later), Keyspan Express Remote remote control model URM-17A, and Keyspan Express Remote receiver model UIA-11H or UIA-11F. *No Keyspan software is necessary for this setup.*

> **Tech Note: How To Check Your Airport Express Firmware Version:**
> Please note that you can check your Airport Express firmware version by using Apple's **Airport Admin Utility**. For details, please refer to your Airport Express documentation.

When the Express Remote receiver is connected to your Mac or Windows computer, you will be able to control any application by using the Keyspan Express Remote software. In this setup, your Keyspan Express Remote and your computer are in close proximity of each other. In this setup, the Express Remote uses Keyspan's software to control your applications. The Keyspan software is preconfigured to control many popular media applications (such as iTunes, PowerPoint, Windows Media Player, etc.) and you can also customize the Keyspan software to perform different actions (ie keystrokes, launch applications, control system volume, etc.).

If you are using your Express Remote when it is connected to your Mac or Windows, you will need to install additional Keyspan software for your specific operating system. These instructions are provided later in this section.

If you are using your Express Remote when it is connected to your Airport Express, no further ***Keyspan*** software installation is necessary (see **Tech Note** below).

> **Tech Note: Requirements For Connecting Via Airport Express:**
> Please note that in order to use the Express Remote via Airport Express you will need **iTunes version 4.7** (or later) running on **Windows 2000/XP** or **Mac OS X**

10.3 (or later), **Airport Express Firmware version 6.1** (or later), Keyspan Express Remote remote control model URM-17A, and Keyspan Express Remote receiver model UIA-11H or UIA-11F.

Before you begin installing the Keyspan Remote software (a note for previous users of Keyspan Digital Remote software and hardware)...

If this a new installation of the Keyspan Express Remote hardware AND software, please skip ahead to the **Installing the Keyspan Remote Software** subsection.

If you are upgrading from a previous version of Keyspan's Remote software (ie the Keyspan Digital Media Remote software for Mac or Windows), please note that the version 2.2 Keyspan Remote Software installer makes various changes.

WINDOWS USERS:
On Windows, the Keyspan Remote Software version 2.2 installer will update all applications, control panels, and master REM (KDMR17A, KDMR15A, JVC_VCR) and MAP (KDMR20-15, KDMR20-17) files to latest versions. It will will not update the KeyspanDMR17 MAP file or any custom made REM files.

MAC OS X USERS:
On Mac OS X, the Keyspan Remote Software version 2.2 installer will detect if you have installed any previous versions of the Keyspan Digital Media Remote software. If it finds any previous Map and settings files that don't match the existing 2.2 files, the installer will ask you if you'd like to perform a clean install. Click OK to perform a clean install and remove any changes made to your Map files and DMR software settings. Click Cancel to continue using your previous Map files and settings.

If you are using the 15 button remote (remote control model URM-15A) that was included in the original Keyspan Digital Media Remote package, please note that you will need to configure the Keyspan Remote Software's Map Editor to use your 15 button remote. To do this To tell the Map Editor to use your 15 button remote, you must:

1. Open the Keyspan Remote Software
2. Click the Configure/Open Map Editor button (this opens the Map Editor)
3. In the Map Editor, access the **Settings** menu (in the menu bar), file from the **Remote** command.
4. Close the Map Editor windows to save your changes

Installing the Keyspan Remote Software

NOTE: Installing the Keyspan Remote software is only necessary if you are going to connect the Express Remote hardware directly to your Mac or Windows computer.

Turn your computer ON. When your computer starts up, place the **Keyspan Express Remote** CD into the CD-ROM drive.

MACINTOSH NOTE:
When the CD icon appears on your desktop, double click on its icon to display its contents. Locate the Keyspan Express Remote Installer icon and double click to start the installation process. Follow the instructions on screen.

WINDOWS NOTE:
Windows will automatically open the Keyspan CD Browser window. Using the on-screen menus, locate the Keyspan Express Remote Installer selection and click it to start the installation process. Follow the instructions on screen.

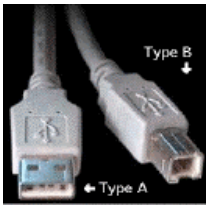
WINDOWS Tech Note: Manually Launching The Keyspan CD Browser:
If the Keyspan CD Browser does not open, locate the "Launch.exe" program on the Keyspan CDROM and open it by double clicking the "Launch" icon . This will open the Keyspan CD Browser.

Once the Keyspan software has been installed, proceed to **Installing The Express Remote Hardware** subsection.

Installing the Express Remote Hardware

Step 1 - Connect the USB cable to the Keyspan Express Remote Receiver

Attach the Keyspan USB Cable's "B" connector (square connector) to the Keyspan Express Remote Receiver's USB port (located on back of the receiver).



Step 2 - Connect the Keyspan Express Remote Receiver To Your Computer or Airport Express

Attach the Keyspan USB Cable's "A" connector (rectangular connector) to the USB port on your

computer or your Airport Express.

TROUBLESHOOTING: ***STATUS LIGHTS***: ***MAC & WINDOWS***: When connecting the Express Remote Receiver to your Mac or Windows computer, you should notice a red light turn on and then turn off. This indicates the Keyspan Express Remote is ready for use. If the light does not turn off, disconnect the Receiver and reinstall the Keyspan software. If the problem persists, please contact **Keyspan Technical Support**. Please note that this does not apply for users connecting their Express Remote receivers to Airport Express.

Step 3 - *IMPORTANT* - Remove the battery protector film from the Express Remote Remote Control

Before you can start using your Remote, you will need to remove the clear battery protector film that separates the Remote's batteries (that are located on the back of the remote in the battery compartment). This protector prevents the batteries from being drained before you receive the Express Remote.

First, remove the battery cover on the back of the Keyspan Express Remote Remote Control (see image below). Then remove clear plastic film and finally replace the battery cover.

MAC & WINDOWS USERS:
To test your remote and receiver hardware, point your remote control to the receiver and **PRESS AND HOLD ANY BUTTON** on the remote control. This will cause the receiver's status light to blink rapidly (several times per second). This indicates that the remote is sending IR (aka infrared) commands to the receiver and that the receiver is receiving them.

TROUBLESHOOTING: ***STATUS LIGHTS***: ***MAC & WINDOWS***: If you get a different behavior, please contact **Keyspan Technical Support**.

Now that you have installed the Keyspan Remote Software and hardware, please proceed to **Using Your Express Remote**.

Uninstall Instructions

If you need to uninstall the Keyspan Remote software, please follow these instructions:

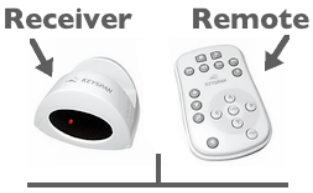
MACINTOSH NOTE:
In the Keyspan Remote Software, select the **Uninstall** command from the Settings menu. This will remove all files. To finish the uninstall process, close the Keyspan Remote Software and drag the KeyspanDMR icon to the trash.

WINDOWS NOTE:
Uninstall the Keyspan Remote Software using the **Add/Remove Programs** control panel. (located in START menu -> SETTINGS -> CONTROL PANEL). Once the **Add/Remove Programs** control panel is open, locate and select the Keyspan software and then click the **Change/Remove** button. Follow the instructions on-screen to complete the uninstall.

3 Using Your Express Remote

Overview

The Express Remote can be used when it is directly connected to your computer or when it is connected to your Airport Express. Depending on where the Express Remote RECEIVER is connected, you will have different ways of controlling your computer.



This section is intended to be used as an outline for using the Express Remote via either the USB port on your Airport Express or via the USB port on your computer. This information covers basic use of the Express Remote in either case. This section also assumes that you have already followed the **Installation Instructions** section earlier in this manual.

Using The Express Remote Via Airport Express

Before controlling iTunes with the Express Remote via Airport Express, you need to make sure that iTunes is configured to use the Airport Express that your Express Remote is connected to (see image below).

Now that your Airport Express is selected (see image above), you will now be able to control iTunes via the Keyspan Express Remote (that is connected to the Airport Express). The keys on the Keyspan remote function just as they would on a standard music remote control. You will be able to *play*, *pause*, *stop*, *fast forward*, *rewind*, skip to the *next/previous track*, *control volume*, *mute*, etc. Please read the Button Mapping Tech Note for a detailed button map for this configuration.

Tech Note: Airport Express Button Mapping
Express Remote Button Mapping When Connected To Airport Express

Button	iTunes Action
STOP	Stop
PLAY	Play-Pause
PAUSE	Pause
REWIND	push: Rewind, release: Resume
FAST FORWARD	push: Fast Forward, release: Resume
PREVIOUS TRACK	Previous Track
NEXT TRACK	Next Track
VOLUME UP	increase volume by 1/10 to maximum
VOLUME DOWN	decrease volume by 1/10 to sound off
MUTE	Toggle sound on/off
CYCLE	Shuffle & Play
other buttons	no operation

Tech Note: Requirements For Connecting Via Airport Express:
Please note that in order to use the Express Remote via Airport Express you will need **iTunes version 4.7** (or later) running on **Windows 2000/XP** or **Mac OS X 10.3** (or later), **Airport Express Firmware version 6.1** (or later), Keyspan Express Remote remote control model URM-17A, and Keyspan Express Remote receiver model UIA-11H or UIA-11F.

Using The Express Remote Via Your Computer

Once you have connected the Express Remote RECEIVER to your computer's USB port, you will be able to control your computer using the Express Remote.

How The Keyspan Remote Software Works

The **Keyspan Remote Software** (aka KRS) works by interpreting button presses on your Keyspan remote hardware and converting them to an *Action* that your computer can understand. These *Actions* can be keystrokes, system volume control, mouse movement, and others.

Tech Note: About *Actions* In The Keyspan Remote Software:
For more information about actions and how to customize these actions, please read the **Changing The Keyspan Remote Software Settings** section in this manual.

To ensure that you are sending the right *Actions* to the application you want to control, the Keyspan Remote Software also detects which application is running in the foreground as the active application. Actions are sent to this foreground/active application. Since not all programs respond to the same *Actions,* the Keyspan Remote Software will also check if it has a **Map** for that

foreground/active application. **Maps** are a group of *Actions* for a particular application. For example, the Keyspan Remote Software has a **Map** for both QuickTime Player and PowerPoint. The QuickTime Player Map specifies that pressing the Fast Forward button on your remote will send a keystroke (or keystroke combination) that will result in fast forwarding through the currently playing song. The PowerPoint Map specifies a keystroke that will result in moving to the next slide. The Keyspan Remote software ships with several Maps for many popular applications so that you don't have to create a Map for these applications.

Tech Note: How To Check What Maps Are Installed:
You can check to see what maps are installed by opening the Keyspan Map Editor. For information how to do this, please read the **Changing The Keyspan Remote Software Settings** section later in this manual.

How To Control iTunes (aka iTunes Mode)

If you are installing the Keyspan Remote software for the first time, the Keyspan Remote Software enables a feature called '**iTunes Mode**'.

IMPORTANT: iTunes Mode is only enabled on computers that are running Windows 2000, Windows XP, or Mac OS X (10.2 or later). iTunes mode also requires iTunes version 4.7 or greater.

When **iTunes Mode** is enabled, the Keyspan Remote Control Software will only control iTunes regardless of which application you are currently working on. This mode requires that manually launch iTunes first before you can control iTunes however you do not need to have iTunes as the active/foreground application in order to control it. You will be able to *play*, *pause*, *stop*, *fast forward*, *rewind*, skip to the *next/previous track*, *control volume*, *mute*, etc. while working in other applications.

To control iTunes, manually launch iTunes by double clicking its icon. Once iTunes is running you can use the Express Remote to control iTunes regardless of which application you are currently working on. Please read the Tech Note: iTunes Mode Button Mapping for a detailed button map for this configuration.

Tech Note: iTunes Mode Button Mapping
Express Remote Button Mapping When Connected To Your Computer's USB Port

Button	iTunes Action
STOP	Stop
PLAY	Play-Pause
PAUSE	Pause
REWIND	push: Rewind, release: Resume
FAST FORWARD	push: Fast Forward, release: Resume
PREVIOUS TRACK	Previous Track
NEXT TRACK	Next Track
VOLUME UP	increase volume by 1/10 to maximum
VOLUME DOWN	decrease volume by 1/10 to sound off

MUTE	Toggle sound on/off
CYCLE	Shuffle & Play
other buttons	no operation

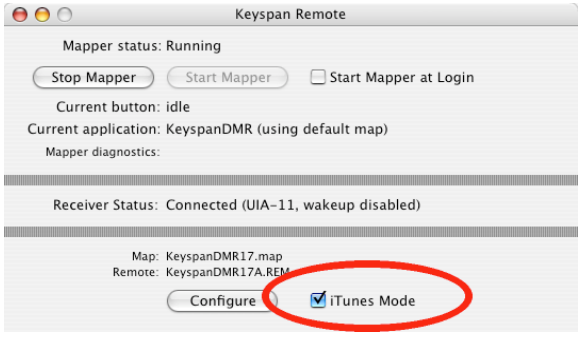
When ***iTunes is not running*** and **iTunes Mode** is ***enabled***, you can control any application with the Keyspan Remote Software. The Keyspan Remote Software will then detect the active/foreground application and use that application's **Map** (see the **How The Keyspan Remote Software Works** subsection above for details). Once iTunes is launched, however, the Keyspan Remote Software will only control iTunes. When you quit iTunes, the Keyspan Remote Software will again be able to control other applications. If you are primarily interested in controlling other applications, please note that you can disable **iTunes Mode**. For more information on controlling other applications besides iTunes, please read the **How To Control Any Application** subsection later in this manual.

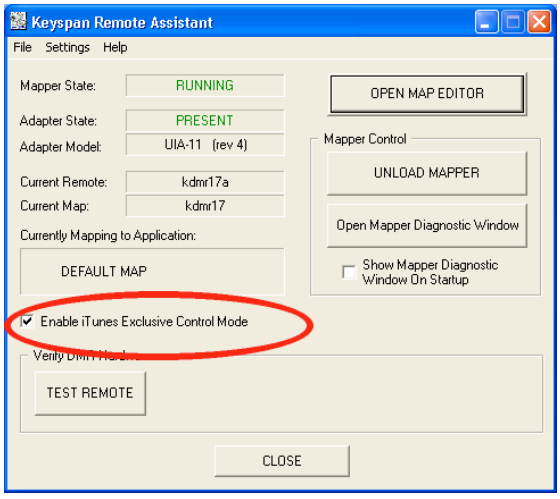
Tech Note: How To Disable 'iTunes Mode':
To disable iTunes mode, first open the Keyspan Remote Software application.

MACINTOSH NOTE:
Double click the **KeyspanDMR** application is located in your Applications folder.

WINDOWS NOTE:
Open Keyspan Remote Assistant application is located in your **START** menu -> **PROGRAMS -> KEYSPAN REMOTE**

Once the Keyspan Remote Software is running, locate the iTunes Mode check box and uncheck it to disable iTunes Mode (see images below).





How To Control Any Application

In order for you to control an application, you must first bring that application to the foreground

(this is also called making the application active). To make an application active, launch the application, or, if it is running in the background, switch to that application.

Once you have your application in the foreground (aka active), the Keyspan Remote Software will detect that software and send whatever ***Actions*** have been configured in that application's **Map**. At this point, you can press buttons on your Keyspan remote to control your application. For a list of pre-installed Maps, please see the table below:

Pre-Installed Maps For Mac	***Pre-Installed Maps For Windows***
◇ AppleCD Audio Player ◇ DVD Player ◇ Envision ◇ EyeTV ◇ Finder ◇ iTunes ◇ MacXM ◇ Microsoft PowerPoint ◇ MUSICMATCH Jukebox ◇ QuickTime Player ◇ RealOne Player ◇ RealPlayer ◇ SoundJam™ MP ◇ WindowsMediaPlayer	◇ CDPLAYER.EXE ◇ CDVDPLAY.EXE ◇ CTDVDPLY.EXE ◇ DVDPLAYER.EXE ◇ EXPLORER.EXE ◇ F32MAIN.EXE ◇ ITUNES.EXE ◇ KDMRASST.EXE ◇ KDMRDMN.EXE ◇ MMJB.EXE ◇ MOVIEPLAYER.EXE ◇ MPLAYER.EXE ◇ MPLAYER2.EXE ◇ POWERDVD.EXE ◇ POWERPNT.EXE ◇ PPVIEW32.EXE ◇ QUICKTIMEPLAYER.EXE ◇ RADIO.EXE ◇ REALJBOX.EXE ◇ REALPLAY.EXE ◇ RESMNGR.EXE ◇ SFSIREN.EXE ◇ SONIQUE.EXE ◇ STATION.EXE ◇ WINAMP.EXE ◇ WINTV32.EXE ◇ WMPLAYER.EXE ◇ XINGDVD.EXE ◇ XMMT.EXE

TROUBLESHOOTING: ***Application Control***: If you are not able to control your application it means that you either:

- don't have a Map for that application

- your application is not in the foreground (aka it is not active)
- the Mapper is not running

OR

- you have a problem with your Express Remote hardware

To add a Map for an application, please read the **Changing The Keyspan Remote Software Settings** section later in this manual. For other problems, please read the **Troubleshooting** section later in this manual.

If you wish to change what ***Actions*** are sent when you press a particular button, you will need to modify the Map for the particular application you wish to control. This is done via the Keyspan Map Editor in the Keyspan Remote software. For information on how to make changes to your Map files, please read the **Changing The Keyspan Remote Software Settings** section later in this manual. Please note that you can also use the Keyspan Map Editor to create a Map for a particular application.

4 Changing The Keyspan Remote Software Settings

Overview

If you want to change the Express Remote's default button settings, you will need to access the Keyspan Remote Software. To do this, please follow these steps...

Accessing The Keyspan Remote Software & Map Editor

If you want to change the Express Remote's default button settings, you will need to access the Keyspan Remote Software.

To do this, please follow these steps...

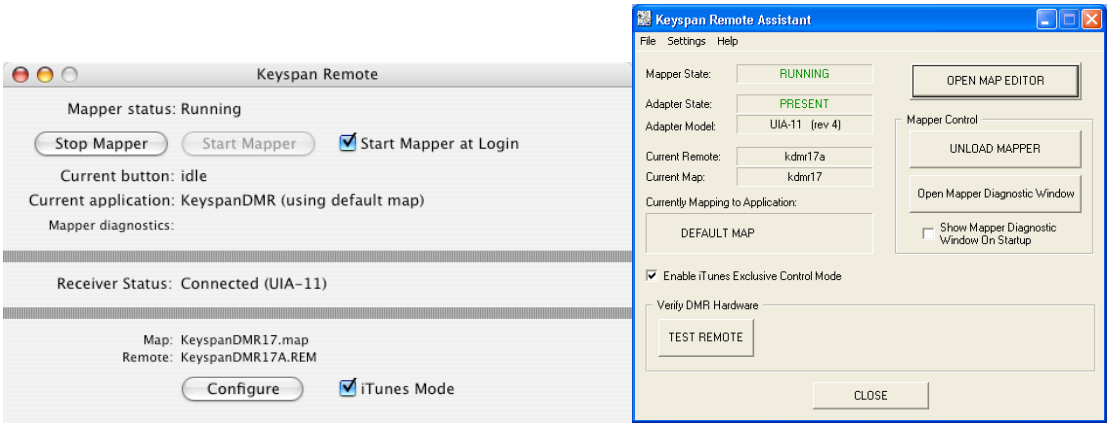
Tech Note: The following instructions outline the Keyspan Remote Software for both Mac and Windows operating systems. Where instructions are different for one operating system, the difference will be noted. Although screen shots of the Keyspan Remote Software may not match to your operating system, please note that the same features appear in both versions.

Step 1 - Open The Keyspan Remote Software

MACINTOSH NOTE:
Double click the KeyspanDMR application is located in your **Applications** folder.

WINDOWS NOTE:
Open **Keyspan Remote Assistant** application is located in your **START** menu -> **PROGRAMS -> KEYSPAN REMOTE**.

This will open the **Keyspan Remote** window.



This first screen shows the current state of your remote hardware and software. It also allows you stop and start the Mapper (the application that enable the Keyspan remote to work), enable/disable iTunes mode, control **Remote Wakeup**, change which Audio Mixer you want to control (Windows only), and access the Keyspan Map Editor.

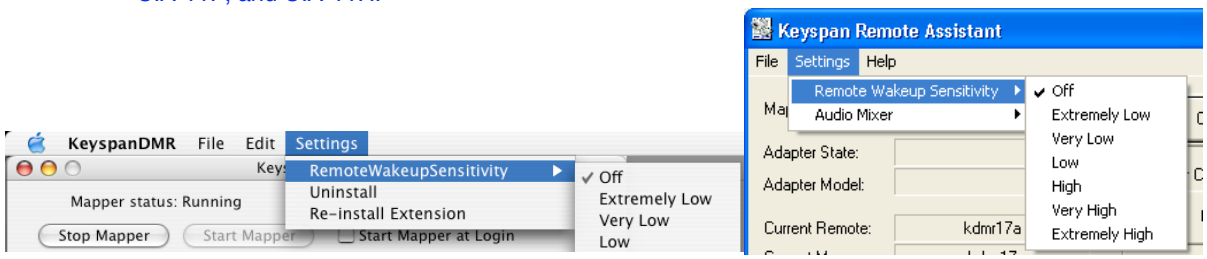
Tech Note: Remote Wakeup:
The **Remote Wakeup** feature in the Keyspan Remote Software allows you to use your Keyspan remote to 'wake' your computer from sleep mode. To enable this feature, please do the following, select the desired sensitivity in the Remote Software's **Settings** menu (see image below).

Setting Remote Wakeup Sensitivity to "Extremely High" will make your computer wake up when very little IR data is received by the Keyspan Receiver. If the Receiver detects a simple button press on your DMR Remote or receives any IR data from any other remote control (ie DVD, TV, VCR, etc.), your computer will wake up from sleep mode.

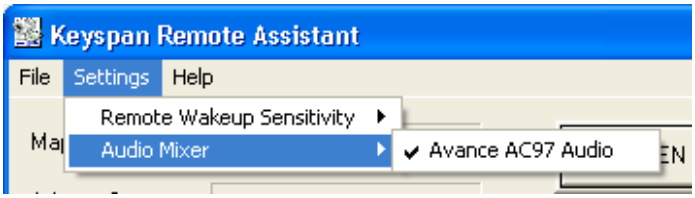
Setting Remote Wakeup Sensitivity to "Extremely Low" will make your computer wake up when the Keyspan Receiver unit receives a substantial amount of IR data. Your computer will only wake up if you press and hold a button on the DMR remote control for several seconds or if the DMR Receiver detects any IR data from any other remote control for an extended period of time.

This feature is *turned OFF by default.*

Note: Remote Wakeup is only enabled on Keyspan Receiver model numbers: UIA-11, UIA-11F, and UIA-11H.



Tech Note: Audio Mixer (Windows Only):
On Windows computers, he **Audio Mixer** command lets you select which audio mixer you want to control when controlling system volume. This is useful if you have two audio devices on your PC (ie you have on onboard audio mixer and another audio mixer on a PCI sound card) . To change the selected Audio Mixer, select your mixer from the **Settings** menu (see image below).



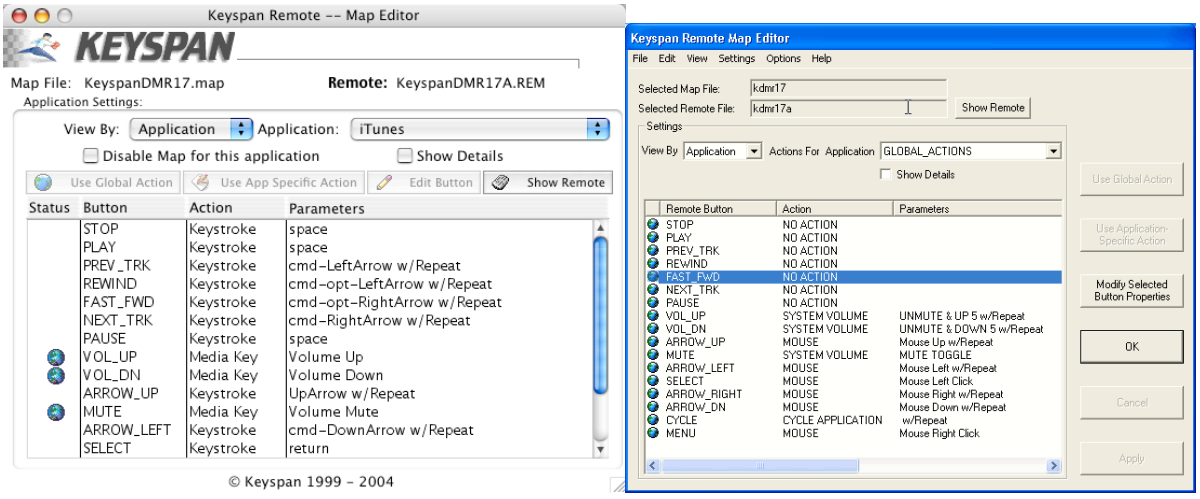
Step 2 - Open The Keyspan Map Editor In The Keyspan Remote Software

To access the Keyspan Map Editor, please do the following...

MACINTOSH:
Click the **CONFIGURE** button.

WINDOWS:
Click the **OPEN MAP EDITOR** button.

This will open the Map Editor Window (Mac and Windows shown below)



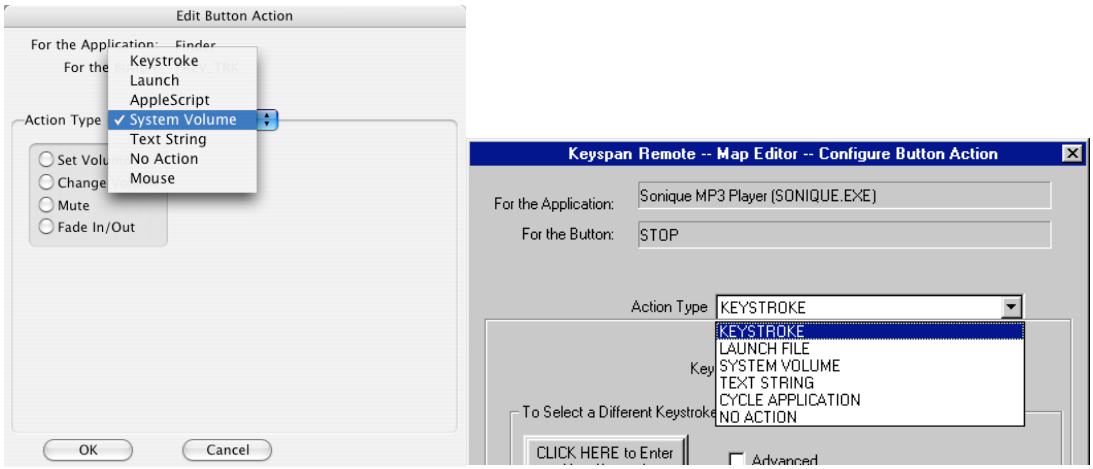
Keyspan Express Remote Map Editor window.

Step 3 - Change A Button's Settings (Optional)

If you don't like the way certain button is configured, you can change it at any time. To do this, first select the Application that you want to modify from the Applications list.

Next, select the button you want to modify and click **Edit Button** (Mac) or **Modify Selected Button Properties** (Windows) button.

This will open the Edit Button Window.



In the **Edit Button Action** window, select the action that you want to happen when you press the selected button and what 'repeat rate' (if any) you want the action to happen when you press and hold the selected button.

You can configure the following Actions:

Action Type
The **Action Type** states what type of action will happen when you press the selected button. The following is a list of available action types and what they do:

Keystroke: This action type allows you to control an application by pressing a key or combination of keys on your keyboard. Most application settings use Keystroke type actions to control specific actions within that application (ie space bar tells the QuickTime player to play the selected audio file). Within the Keystroke action settings, you can turn on/off the **Advanced** check box to display the modifiers (ie SHIFT, ALT, etc.) as well as the keycodes for the keystroke combination that was entered.

Launch: This action allows you to open any file or application by pressing a button. This action is useful if you want a button the remote to always open a certain media player or application.

AppleScript (Mac Only): This action allows you run an AppleScript script file when you press the selected button.

System Volume: This action allows you to change the system volume level (this is different from the volume control in a specific applications - System Volume controls the volume level of all sounds coming out of your computer.). You set the volume to a specific level, change the volume level in increments (up or down), fade in/out the volume, and mute the system volume on, off, or toggle between the on and off.

Text String: This action allows you to send a string of up to 16 characters.

Cycle Application (Windows Only): This action will present a dialog box allowing to switch

between any open applications. This command is equivalent to pressing ALT+ESC on your keyboard.

Mouse: This action allows you to configure a button to control the mouse cursor on your screen. You can specify a button to the mouse cursor to move UP, DOWN, LEFT, or RIGHT. You can also configure a button to perform a single or double mouse click using the left mouse button (this is standard click on a single button mouse) or the right button.

No Action: This action does not perform any action. Use this action type if you want to "disable" the selected button in the settings that you are using.

To save your changes, you must close the Map Editor window. When you close the window a dialog box asking whether or not want you want to save your changes. Click the **Save** button to save your changes. Once you save your changes, the Keyspan Remote software will reset itself to use your new settings.

Tech Note: Applications List: When you select your Application from the Applications List, you are simply selecting the Map for that Application. The changes you make to button only affect that Map. For example, if you change the PLAY button in the PowerPoint Map, the PLAY button will only change for PowerPoint.

Tech Note: Applications List: Global Map: If you want to make a button that is used across all Maps in the Applications list, first select the GLOBAL MAP. Change your button setting. Then select VIEW BY: Button. This will change the Application's List to Button List. In the Button List select your the button that you modified. You will now see the settings for the selected button across all your Maps. At this point, you can select each button and click the Use Global Action button to apply the Global setting. The Global Map cannot be disabled or removed.

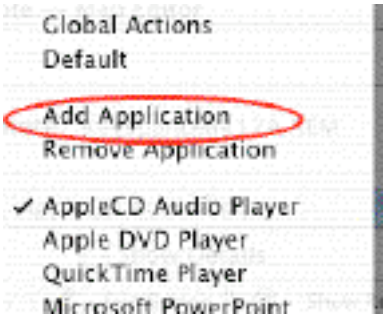
Tech Note: Applications List: Default Map: The Default Map is the group of settings that get used when Keyspan Remote Software tries to control an application that doesn't have a Map. The Default Map cannot be disabled or removed.

Step 4 - Create A Map For A New Application (Optional)

If you'd like to control an Application that doesn't already have a Map in the Applications list, you can create one by following these steps...

To add a new application that you want to map, first click on the **Application** list in the Keyspan Map Editor window:

Then select the **Add Application** command from the menu:



This will open a dialog window asking you to select the application that you want to map.

Select the application and you will return to the Map Editor window. The name of your application will be already selected in the **Application** list.

Once you see your application in the **Application** list, you can configure the individual button settings as outlined in Step 3.

6 Troubleshooting

Before You Begin

The Keyspan remote and receiver operate differently when directly connected to an Airport Express as opposed to when they are connected directly to your computer. Because of this, the process of troubleshooting problems is also different.

If your Keyspan remote and receiver hardware are connected to an Airport Express, please skip ahead to the **Airport Express Troubleshooting** subsection later in this manual.

If your Keyspan remote and receiver hardware are connected to directly to your computer, please read the **Troubleshooting (Keyspan Hardware Connected To Your PC)** subsection...

IMPORTANT NOTE: Please follow these instructions in order as each sub section builds on the previous one. If you cannot proceed past a certain sub section, please contact Keyspan technical support.

Troubleshooting (Keyspan Hardware Connected To Your PC)

Before you begin, please make sure that you already have:

- installed the latest version of the Keyspan software
- connected your Express Remote RECEIVER to your computer (do not connect the RECEIVER to your Airport Express for troubleshooting)
- turned on your computer

If you have not done any of the above, please do so now and return to this section when you have finished.

Tech Note: You can find the latest version of the Keyspan Remote Software at: http://www.keyspan.com/

Troubleshooting: Receiver Status Lights

Disconnect and then reconnect the Keyspan Express Remote Receiver from your computer's USB port. You should notice the Express Remote Receiver's red light turn on and then turn off. This indicates that the Keyspan Express Remote Receiver driver software was properly loaded.

If your Keyspan Express Remote Receiver's light stays on and does not turn off, you will need to disconnect the adapter/receiver and then reinstall the Keyspan Remote Software. If the Keyspan Express Remote Receiver light still stays on, please contact Keyspan Technical Support for further support.

If the Keyspan Express Remote Receiver light does not turn on at all, or displays a different behavior, please contact Keyspan Technical Support for further support.

Troubleshooting: Software

Launch the Keyspan Remote Software.

MACINTOSH:
Double click the KeyspanDMR application is located in your **Applications** folder.

WINDOWS:
The **Keyspan Remote Software** application is located in your **START** menu -> **PROGRAMS -> KEYSPAN REMOTE**.

When you open the **Keyspan Remote** software, it should report that the Mapper is running and the Adapter (aka the Keyspan Express Remote Receiver) is connected or present.

If the Mapper is not running, use the application START/ LOAD MAPPER button to start the Mapper. The Mapper must be running as this is the program that tells your computer what to do.

If the Adapter/Receiver is not connected or not present, check to see if the Adapter/Receiver is connected to USB port.

Troubleshooting: Remote Control Hardware

Point the Keyspan remote control at the Express Remote Receiver and press and hold any button. You should notice a red light blink rapidly on the Receiver.

If a red light does not blink rapidly on the Receiver when you press and hold a button on the Express Remote Remote Control, check to see if the remote control's batteries are properly installed and that you've removed the battery protector as described in the Installation section of this manual. Also, make sure to point the Keyspan Express Remote Control directly at the Express Remote Receiver.

Airport Express Troubleshooting

Airport Express Trouble: Basic Requirements

Before troubleshooting the Keyspan hardware, you should determine if you have met all the requirements for using your Keyspan Express Remote with your Airport Express. Please make sure that you have the following:

- ◇ iTunes 4.7 or later
- ◇ Airport Express firmware version 6.1 or later
- ◇ Windows 2000, Windows XP, or Mac OS X 10.3 (or later)
- ◇ Keyspan Express Remote Receiver Hardware model# UIA-11F or UIA-11H
- ◇ Keyspan Express Remote Control Hardware model# URM-17A or URM-17B

> **Tech Note**: Checking Your Airport Express Version Number: You can check your Airport Express' firmware version by using Apple's **Airport Admin Utility**. Please refer to your Airport Express' documentation on how to use the Airport Admin Utility.

Airport Express Trouble: iTunes Control

Before troubleshooting the Keyspan hardware, you should determine if you can control the audio output from your Airport Express by using iTunes (ie you can change the Airport Express volume by using iTunes; you can switch songs in iTunes and hear them switch via your Airport Express connected speakers). If you cannot control your Airport Express' audio output with iTunes, please refer to your Airport Express' documentation for further details.

If you are able to control your Airport Express' audio out via iTunes and can't use your Keyspan remote, please read the next subsection...

Airport Express Trouble: Remote Control Hardware

Disconnect and then reconnect the Keyspan Express Remote Receiver from your Airport Express' USB port.

> **Troubleshooting Note**: The Express Remote Receiver's red light WILL NOT turn on and then turn off like it does when it is connected directly to your computer. This is normal in this case.

Now point your Keyspan remote at the Keyspan receiver and press and hold any button on the Keyspan remote. You should notice the receiver's status light turn on and off. If you release the button on your remote control, the light will stop blinking. This indicates that the receiver is working and receiving commands from a infrared remote control.

If the Keyspan Express Remote Receiver light does not turn on at all, or displays a different behavior, please contact Keyspan Technical Support for further support.

If you are using a your Keyspan remote (model URM-17A or URM-17B) and the light does not blink when you press and hold a button, please contact Keyspan Technical Support for further support.

If you are using a remote other than Keyspan remote model URM-17A or URM-17B, or are using a Keyspan receiver other than model UIA-11F or UIA-11H, please note that Airport Express only works with these models.

When You Need More Help...

The Keyspan web site, http://www.keyspan.com/ is your best source for technical support information. The web site includes technical notes, reference manual updates, and answers to frequently asked questions.

You may also contact our technical support department directly via email, phone, or fax. Please see the **Support Information** section in this manual for more details.

7 Appendices -

- **Frequently Asked Questions**
  Frequently Asked Questions
- **Status Light Behavior**
  Description of the Express Remotes' LED status lights and what they indicate
- **Notices**
  FCC, CE, VCCI, Copyright and Trademark Information
- **Keyspan Warranty Information**
  Keyspan Warranty Information
- **Support Information**
  Information about obtaining technical support

Frequently Asked Questions (FAQs)

The following is a list of **F**requently **A**sked **Q**uestions (FAQs) about the Keyspan Express Remote. We frequently update our FAQs and add them to our web site and future version of this document. For the most recent and complete version of this list, please visit the our web site at: http://www.keyspan.com/

Frequently Asked Question List

Question:
When my Keyspan receiver is connected to my computer, the Receiver light blinks in response to the Keyspan Express Remote Remote Control but nothing happens on the foreground application. How do I solve this?

Answer:
Check to see if the Mapper is running. To do this, open the **Keyspan Remote** software. It will report if the **Mapper Status**: as `Running` or `Not Loaded`. If the Mapper is not loaded, simply start the Mapper by clicking on the START/LOAD button.

It is also possible that the Keyspan Mapper software may not be configured to use the correct remote control. To verify this, open the Keyspan Remote Software and point the Express Remote Control at the Receiver and press and hold any button. The Keyspan Remote software should report which button on the remote you are pressing and application it is controlling.

If the correct button name does not appear, check to see which remote control is selected. The Keyspan Remote Software Remote field will report which remote file is currently selected in the Keyspan Remote Software. The remote file MUST match the remote that you are using. For example, if you have the Keyspan 17 button remote, you must have ***17A.REM file selected. To change the selected remote file, you must:

1. Open the Keyspan Remote Software
2. Click the Configure/Open Map Editor button (this opens the Map Editor)
3. In the Map Editor, access the **Settings** menu (in the menu bar), file from the **Remote** command.
4. Close the Map Editor windows to save your changes

Question:
Can I use irDA with the Keyspan Express Remote?

Answer:
The Keyspan Express Remote uses an infrared technology called tvIR.

The tvIR technology is the same technology that is found in most standard television remote control units. tvIR is used to transmit small amounts of data (in comparison to irDA) over relatively long distances (i.e. across a room).

irDA is a different technology that is commonly used in desktop, laptop, and handheld computers to transmit large amounts of data (in comparison to tvIR) over small distances (i.e. across a desk).

Generally, the two technologies cannot communicate with each other. For example:

* the Express Remote Receiver unit cannot be used to send or receive data via irDA to a irDA enabled computer

* the Express Remote remote control cannot be use used to control an irDA enabled computer.

However, there are some cases where tvIR and irDA can communicate with each other. There are 3rd party programs that allow irDA enabled devices to learn and send tvIR commands (for example, OmniRemote for Palm handheld computers: http://www.pacificneotek.com/). This allows you to use irDA enabled device as a tvIR remote control. Using this software, you send tvIR commands to the Express Remote Receiver unit so that you can control your computer in the same way that you do when using the Keyspan Express Remote Remote control.

Status Light Behavior

The Keyspan Express Remote allows you to diagnose many hardware and software problems using the Express Remote Receiver's status light.

The following guide describes all of the LED behaviors of the Express Remote Receiver and what they mean (see next page):

Express Remote Status Light Behavior	
Behavior	**Indication - Solution**
Behavior: Status light turns on and then turns off when Express Remote Receiver is connected. The Status light will blink rapidly when pressing a button on the remote control.	**Indication(s)**: This is normal behavior. **Solution(s)**: None needed.
Behavior: Status light turns on and then turns off. Pressing a button on the remote control does not affect the Status Light's behavior	**Indication(s)**: This indicates the Express Remote Receiver is not receiving data from the remote control. **Solution(s)**: If you are using the included Keyspan Express Remote Remote control, make sure that you have removed the battery protector that separates the remote control's batteries. You should also check to see if the remote control's batteries are dead. To do this, use another remote control and point it at the Express Remote Receiver. Then press and hold any button on that remote control. The Status Light on the Express Remote Receiver will blink rapidly in response. If another remote makes the Status light blink rapidly, then replace the original remote control's batteries.
Behavior: Status light turns on and then the Status light blinks slowly at a steady rate. Pressing a button the remote does not have affect Status Light's behavior	**Indication(s)**: This indicates the Mapper software isn't running. **Solution(s)**: Start/Load the Mapper software in Express Remote Assistant to resolve this issue.
Behavior: Status light never comes on when it is first connected to your USB port	**Indication(s)**: The Express Remote Receiver is connected to a USB port that is malfunctioning, the Express Remote's USB cable is defective or the Receiver unit itself is defective. **Solution(s)**: Connect the Express Remote Receiver to another USB port. If the Status light still does not turn on, replace the Express Remote Receiver's USB cable. If the Status light still doesn't turn on, contact Keyspan Technical Support for further instructions.

If you have tried all of the above solutions and are still having problems, please contact Keyspan Technical Support for further instructions.

Using Other Remote Controls

The Keyspan Express Remote allows you to use other 3rd party remote controls when the receiver is connected to your Mac or PC (this does not work on Express Remote Receiver's connected to an Airport Express). This is useful if you want to use a remote that has more buttons than the included Keyspan remote or if you want to use a remote that provides a longer operating distance (the included remote can control your computer from 35 feet away. Other remotes can improve this distance since they often providing more power to the remote via bigger batteries).

The section in the manual is intended as an overview to provide you information on how to use 3rd party remote controls.

Overview

The Keyspan Remote Software uses **Remote** files to define the characteristics of the remote control that's being used. Remote files contain information about one specific remote control and its characteristics such as frequency, button codes, number of buttons, button names, etc. These files are created by Keyspan and provided for your use. The following remotes are currently supported:

- **Remote15A** (part# URM15A) - Keyspan 15 button remote control
- **Remote17A** (part# URM17A) - Keyspan 17 button remote control
- **JVC_VCR** - JVC brand VCR remote control

You can easily switch between remote control files by using the Settings Menu in the Keyspan Express Remote's Map Editor however please note that the Keyspan software can only use ONE remote file at a time.

Using 3rd Party Universal Remote Controls

You can use just about any standard 'universal' remote control with Keyspan Express Remote if the universal remote control has support for a JVC VCR. Please read your universal remote control's user manual for instructions on how to program your remote control to use a JVC brand VCR.

Once you've programmed your remote control to use a JVC brand VCR, you must tell the Keyspan software to use the **JVC_VCR** remote file. To do this, open the Keyspan Express Remote Map Editor and switch the remote file by using the Remote command in the Settings Menu. At this point, you can make changes to your Application maps or close the Map Editor to save your changes. You will be able to use your universal remote control.

Please note that there may be multiple codes for JVC branded VCR. If the first code does not work, you should try all of the codes for JVC VCR's until you find one that works.

Notices

Notices

United States FCC
DECLARATION OF CONFORMITY

We, InnoSys Incorporated at
4118 Lakeside Drive
Richmond, CA 94806 USA
(510) 222-7717

declare under our sole responsibility that the

KEYSPAN **EXPRESS REMOTE**, Model **URM-17A**

complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION: Changes or modifications to the EXPRESS REMOTE not expressly approved by InnoSys Incorporated could void the user's authority to operate this equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult InnoSys Incorporated or an experienced radio/TV technician for help.

(continued on next page...)

CE MARK DECLARATION OF CONFORMITY

(According to EN 45014)

Manufacturer's Name and Address

InnoSys Incorporated
4118 Lakeside Dr
Richmond CA 94806

Declares that the product:

Product Name: KEYSPAN EXPRESS REMOTE
Model Number: URM-17A
Conforms to the following Product Specifications:

EN 55022: 1998 Class B
EN 55024: 1998

following the provisions of the 73/23/EEC and 89/336/EEC Directives.

Mike Ridenhour, President

Richmond, CA, USA, October, 2004

Canada Digital Apparatus EMI Standard

This Class B digital apparatus complies with Canadian ICES-003.

VCCI

Voluntary Control Council for Interference from Information Technology Equipment

Class B ITE

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Translation:
This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

(continued on next page...)

Australia/New Zealand

This device complies with AS/NZS 3548 Class B limits for the operation of Information Technology Equipment.

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3. Transfer Restrictions. You may transfer the Software to another person only in connection with the transfer of the Keyspan URM-17A hardware, and only if: a) you delegate your duties under this Agreement to the transferee; and only if b) the transferee/other party accepts the terms and conditions of this Agreement. Upon such transfer, you must transfer all accompanying written materials, and either transfer or destroy all copies of the Software. You may not lease, rent, merge, reverse engineer, decompile or disassemble the Software or hardware.

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5. LIMITED WARRANTY. As its only Warranty under this Agreement, Keyspan warrants the media on which the Software is provided to be free from defects in materials under normal use for a period of 90 days from the date of the purchase of the Keyspan URM-17A hardware. EXCEPT AS EXPRESSLY WARRANTED HEREIN, THE SOFTWARE IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND

FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE SOFTWARE IS WITH YOU. KEYSPAN DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR FREE OR THAT SOFTWARE DEFECTS WILL BE CORRECTED. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC, LIMITED RIGHTS. YOU MANY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

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7. Governing Law. This Agreement is governed by the laws of the State of California.

Keyspan Warranty

Limited Warranty on Keyspan EXPRESS REMOTE (URM-17A)

Definitions:

The following definitions apply to the terms as they appear in this document:

* KEYSPAN means KEYSPAN, a division of InnoSys Inc.
* Hardware means the Keyspan EXPRESS REMOTE (URM-17A).
* Product means the Hardware and Documentation

Limited Warranty on Hardware:
KEYSPAN's warranty obligations are limited to the terms set forth below:

KEYSPAN warrants this Hardware against defects in materials and workmanship for a period of ONE (1) year from the date of original purchase.

If you discover a defect, KEYSPAN will repair this Hardware with either new or refurbished parts at no charge. If KEYSPAN is unable to restore your product to good working order after a reasonable number of attempts, KEYSPAN will, at its option replace or refund the purchase price of your product. To obtain service under this warranty you must do the following during the warranty period:

Deliver this Hardware, at your expense, to KEYSPAN. When submitting the Hardware for

warranty service, please provide your name, address, telephone number, and email address. Unless you registered your ownership of the Product with KEYSPAN within 90 days of purchase, also include a copy of the bill of sale from KEYSPAN or from a KEYSPAN Authorized Reseller as proof of the date of original purchase. You may be charged a fee if no trouble with this Hardware can be found.

This warranty does not apply to damage caused by accident, abuse, misuse, misapplication, or service (including upgrades and expansions) performed by anyone other than KEYSPAN; if the product has been modified without the written permission of KEYSPAN; if any KEYSPAN serial number has been removed or defaced; or if you cannot provide proof of original retail purchase as described above.

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4118 Lakeside Dr
Richmond, CA USA 94806

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(Warranty Doc. 00-40-01 Rev. 10/98)

Support Information

Contacting Support

If you require assistance with any Keyspan product, you may contact us by one of the following ways:

- **web/email**: http://www.keyspan.com/support/
- **fax**: +1.510.222.0323
  (Monday through Friday)
- **telephone : (tech support)** +1.510.222.8802
  (Monday through Friday: 9am-12pm / 1pm-5pm Pacific)

International Support Options

If you live outside of the United States and require assistance with your Keyspan product, please contact the Keyspan distributor in your country for technical support in your language. For a list of Keyspan's international distributors, please visit our international web page at:

http://www.keyspan.com/international/